

# Overview of the City of Madison's Employee Assistance Program

Department/Division Head Meeting    October 1, 2018

Presented by Tresa Martinez, MSSW, CEAP



## Employee Assistance Program Overview



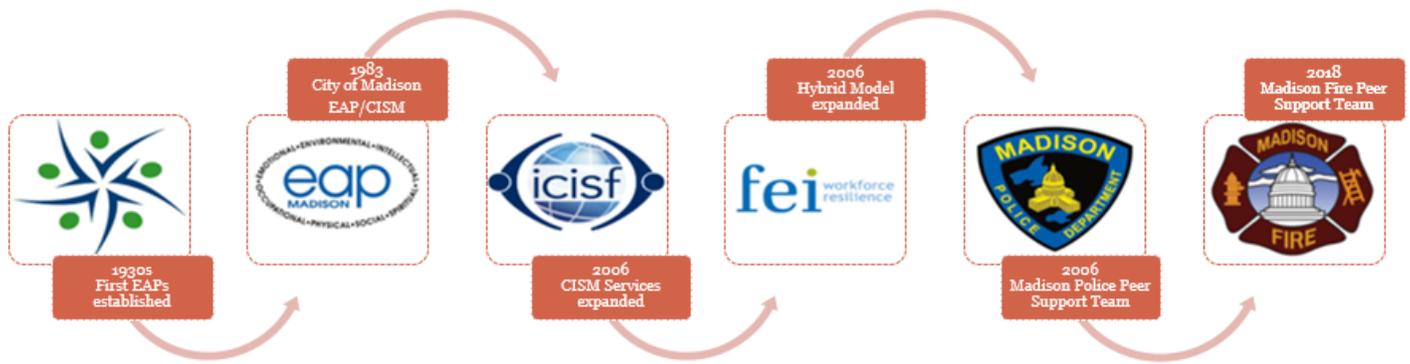
MISSION  
HISTORY  
PROGRAM STRUCTURE  
HOW IT WORKS

### EAP Mission



The mission of the City of Madison Employee Assistance Program (EAP) is to provide 24-hour personalized counseling, management consultation, resource referral, education and trauma response for both work and personal problems. The services are free and always voluntary for staff, their family members and significant others, as well as retirees.

# Historical Context



## Program Structure

- **Employee Assistance**
  - Individual Consultation and Short-Term Counseling
  - Supervisor and Management Consultation
  - Resources and Referral
  - Training and Education
- **Critical Incident Stress Management**
  - Pre-Incident Education
  - Defusing and Debriefing
  - Follow-Up Support
  - Peer Support Team Oversight

### Who We Are

#### Internal Office

Tresa Martinez, EAP Administrator

Hailey Krueger, EAP Specialist

Sherri Amos, Program Assistant (confidential)

#### External Office

Randy Kratz, Senior Account Manager

Michael McCafferty, Senior Account Manager



## How it Works

- **FREE** benefit to employees and family
- Paid for by City of Madison
- Use of EAP services is allowed on work/duty time

Voluntary

Confidential

Short Term  
Counseling  
and Referral

## Hybrid EAP Model

- Internal professional staff who collaborate with an external private provider for additional areas of expertise and service delivery – trauma experts and couples counseling
- Provides 24/7 coverage, external counseling and referral options
- Considered to be best practice and the most effective EAP service delivery model per EAPA International
- Both follow professional standards and core competencies of EAPA International



## EAPA International

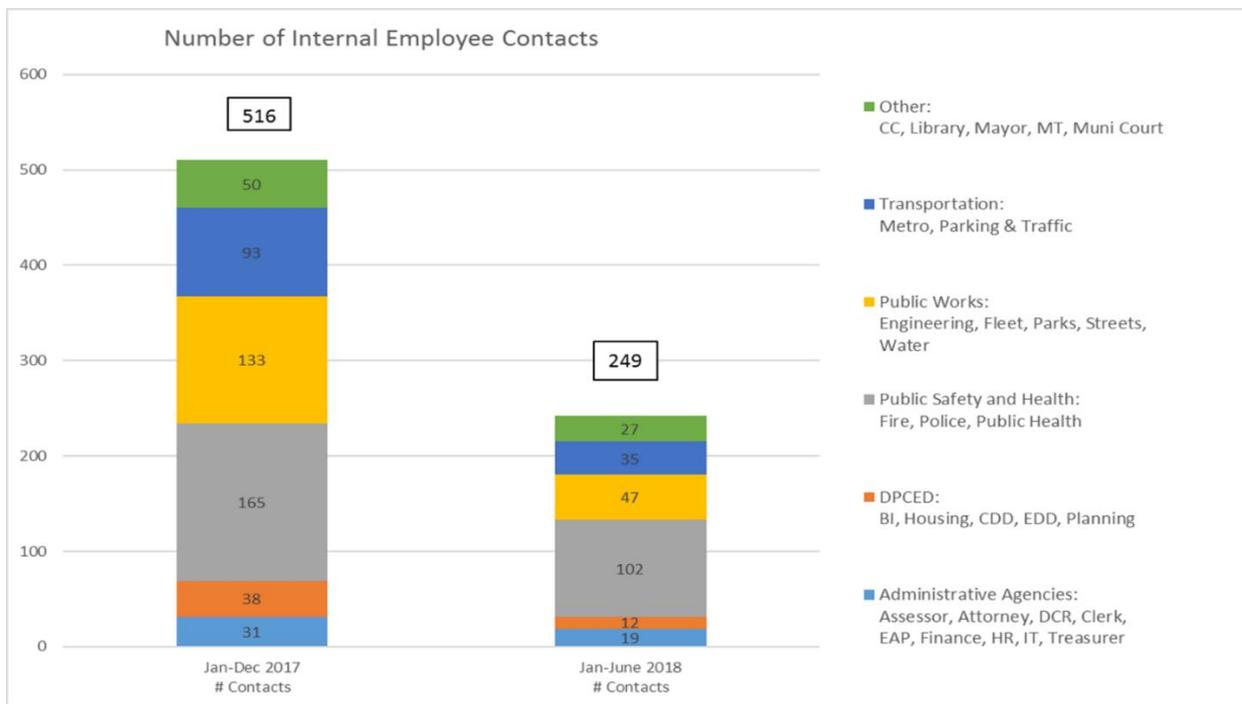
- Professional standards and core competencies
- Expert consultation
- Professional certification - CEAP
- Professional development and recertification
- Professional liability and credentialing board (CEAP)



# Employee Assistance Overview

## Employee Consultation

- Relationships – Work and Home
- Divorce and Separation
- Emotional – Depression, Anxiety
- Grief and Loss
- Alcohol and Other Drug Use
- Suicide
- Trauma
- Balance Work and Home Demands
- Caregiver Support
- Work Stress/Conflict
- Childcare/Eldercare
- Financial



## What are the Top Employee Issues?

Top 10 Employee Issues Internal Only	Jan-Dec 2017 Total Instances	Jan-Dec 2017 % Total
Work Stress	42	11.76%
Marital / Relationship	36	10.08%
Stress	20	5.60%
Relationship with Supervisor	20	5.60%
Parent / Child Relationship	19	5.32%
Depression	19	5.32%
Relationship with Co-workers	19	5.32%
Living with Emotional Problem	12	3.36%
Anxiety	12	3.36%
Alcohol Abuse	11	3.08%
All Other (55 other problems)	147	41.18%
<b>Total</b>	<b>357</b>	<b>100.00%</b>

Top 10 Employee Issues Internal Only	Jan-June 2018 Total Instances	Jan-June 2018 % Total
Work Stress	33	15.42%
Marital / Relationship	16	7.48%
Parent / Child Relationship	14	6.54%
Stress	11	5.14%
Relationship with Supervisor	10	4.67%
Relationship with Co-workers	9	4.21%
Grief/Loss	9	4.21%
Living with Emotional Problem	7	3.27%
Anxiety	7	3.27%
Depression	6	2.80%
All Other (55 other problems)	92	42.99%
<b>Total</b>	<b>214</b>	<b>100.00%</b>

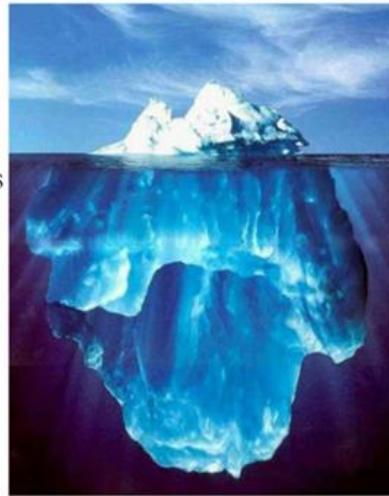
# Supervisor Consultation

- Employee Performance Issues
  - Emotional or Behavioral Health Components
  - Personal Challenges
- Confidential Support
- Work Group Interventions
- Critical Incident and Grief Support
  - Verbal and Written Language Following the Death of an Employee or other Serious Incident
- Individual Counseling

## Supervisors and EAP: Different Views

### What the Supervisor sees: Observable workplace behaviors

- Poor job performance
- Absenteeism
- Presenteeism
- Work accidents/injuries
- Poor worksite relations
- Workplace disruptions

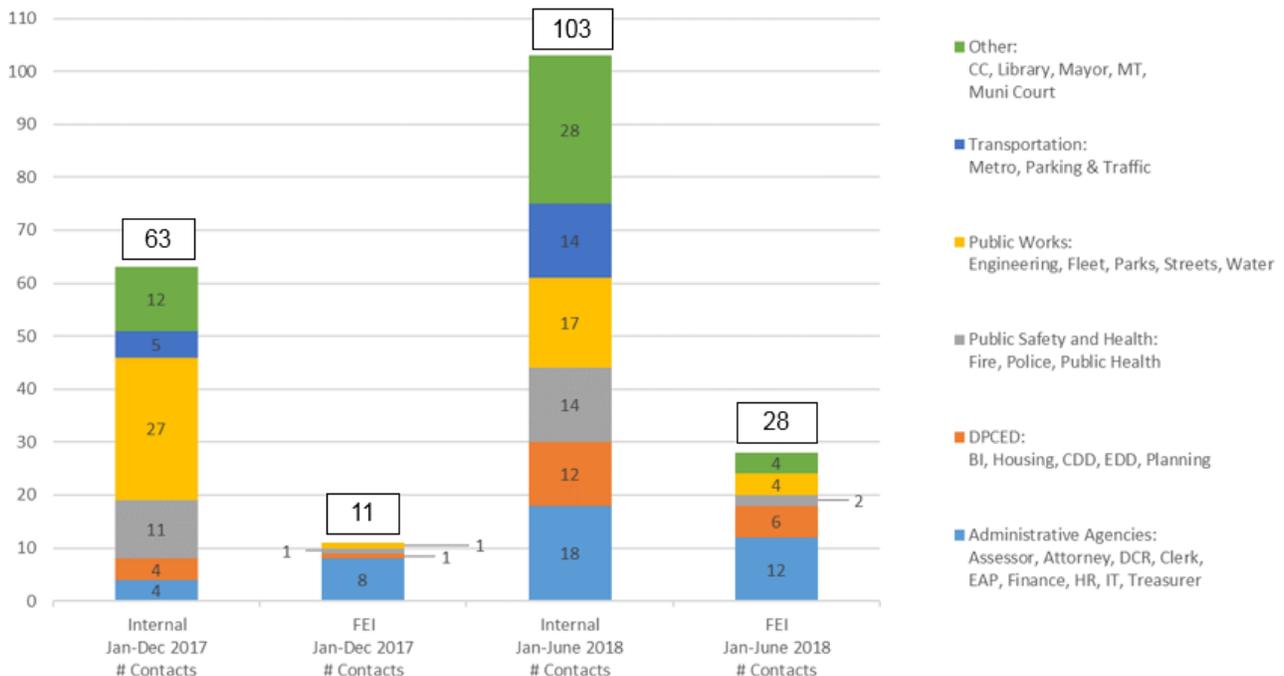


- Interpersonal
- Marital/Family
- Substance use
- Vocational
- Emotional
- Financial
- Legal

### What the EAP sees: Underlying personal concerns



Supervisor Consults



# What are the Top Supervisor Consultation Issues?



## Jan-Dec 2017 Supervisor Consultation Issues Ranked by Frequency

1. Problems Relating to Other Employees
2. AODA Issues
3. Mental Health of Employee
4. Grief & Loss
5. Alcohol/Drugs Suspected on the Job
6. Critical Incident
7. Illness of Employee or Family Member
8. Absent
9. Harassment Complaint
10. Safety Violations

## Jan-June 2018 Supervisor Consultation Issues Ranked by Frequency

1. Problems Relating to Other Employees
2. Mental Health of Employee
3. Quality/Quantity of Work Decreased
4. Grief & Loss
5. Critical Incident
6. Illness of Employee or Family Member
7. Not Meeting Performance Expectations
8. Alcohol/Drugs Suspected on the Job
9. Absent
10. Problems Communicating with Supervisor

## Overview of Services



### Resources

- Newsletter
- Brochures
- External agency resources
- City-based resources
- Suicide Prevention Lifeline
- First responder specific resources

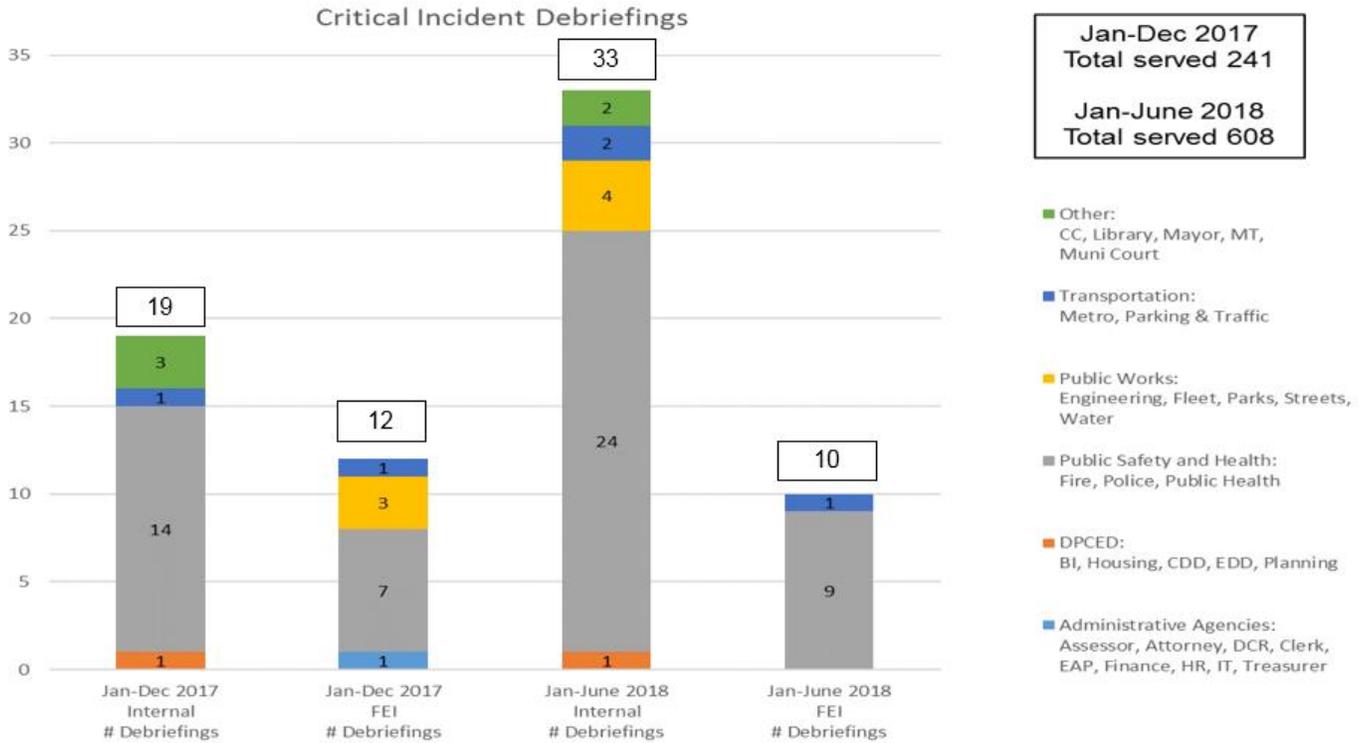
### Referral

- Longer term clinical referrals
- Group-based counseling
- Post-traumatic stress counseling
- City-based referrals: HR, DCR, EDOE
- Support and advocacy groups
- Community resources

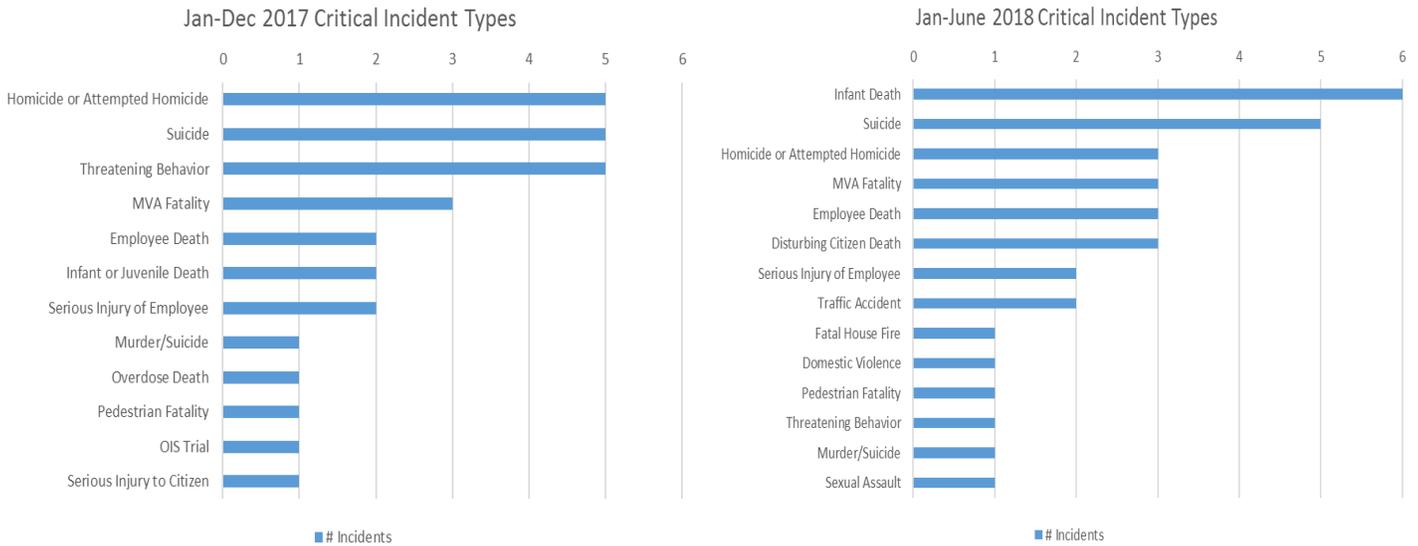
### Trainings

- Suicide prevention
- Change and transition
- Culture and civility
- MH and AODA
- Stress-management and self-care
- PTSD/Resiliency

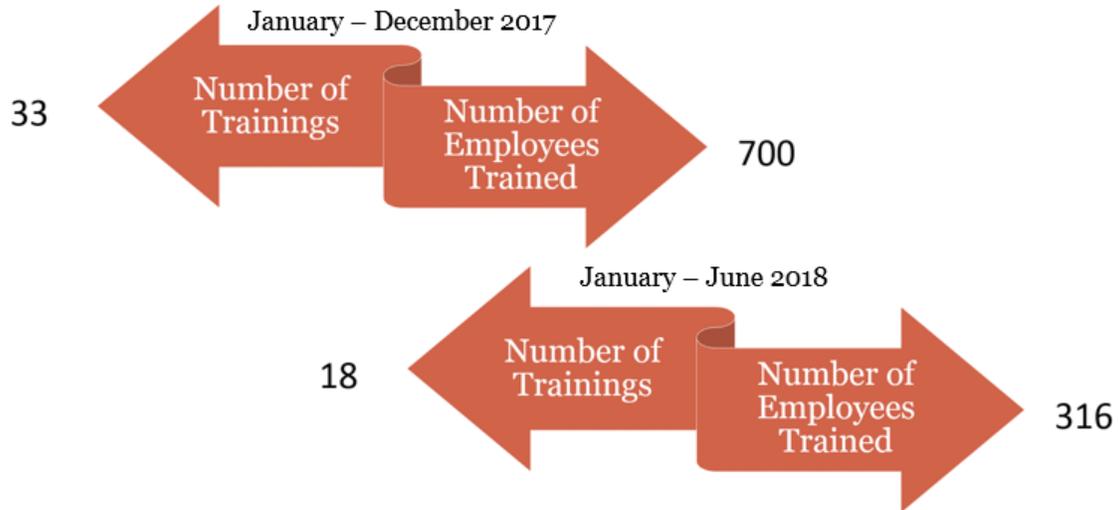
# CRITICAL INCIDENT STRESS MANAGEMENT (CISM) DATA



## What Critical Incidents are our Employees Responding to?



# TRAINING DATA



## Requested Training Topics 2017/2018

- EAP Facilitator Training
- EAP New Facilitator Training
- EAP/CISM Overview
- Emotional Preparation for Retirement
- Fire Department
  - Paramedic Phase 2 Training
  - Peer Support - Lt Training
  - Peer Support - Members Training
  - Trauma Informed Care and Community Paramedics
- HeartMath Resiliency Advantage Coaching
- New Employee Resource Fair
- Police Department
  - Peer Support Training
  - PTSD and Policing
  - Recruit Family Night
  - Trauma-Informed Approaches for Policing
  - Trauma-Informed Approaches in Supervision
- Self-Care and Resiliency
- Suicide Prevention - QPR
- Supervisor Development Training
  - Managing Change and Transition
  - Workplace Violence
- Wellness Action Plan with EDOE
- Women’s Leadership Resource Fair
- Workplace Culture and Civility

**Thank You!**

**CITY OF MADISON EMPLOYEE ASSISTANCE PROGRAM**

2300 SOUTH PARK STREET, SUITE 111

MADISON, WI 53713

[WWW.CITYOFMADISON.COM/EMPLOYEE-ASSISTANCE-PROGRAM](http://WWW.CITYOFMADISON.COM/EMPLOYEE-ASSISTANCE-PROGRAM)

266-6561

**FEI - EXTERNAL EAP PROVIDER**

1-800-236-7905